

Purpose

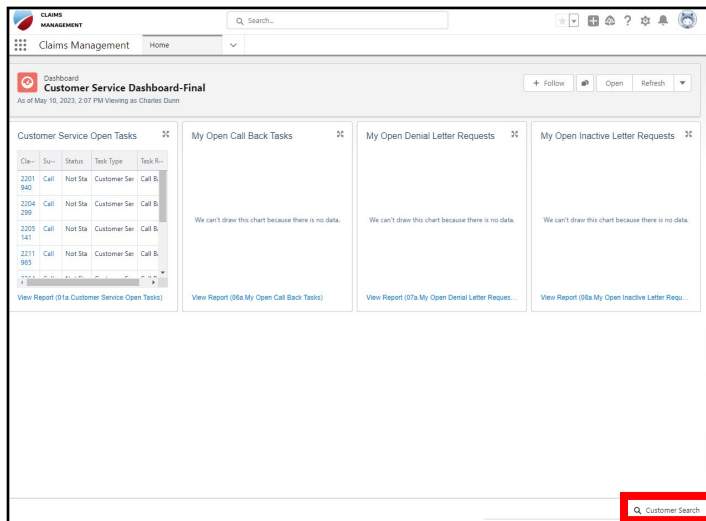
This SOP is intended to outline how to search by Claim Number in CMS.

Teams Impacted

- All Departments

Procedure

1. From the Dashboard, click on the **Customer Search** icon at the bottom right of your screen.



2. A pop-up Screen will appear with information to fill out, enter the claim number in the “**Search by Claim Number**” Field.

Customer Search

Search by Customer

First Name

Minimum 3 chars

Last Name

Minimum 3 chars

State

State

Phone Number

(XXX) XXX-XXXX

Search by Contract Number

Contract Number

XXXXXX

Contract Sale Date/ Contract Effective Date

XXXXXX

Search by VIN

VIN

XXXXXX

Search by Claim Number

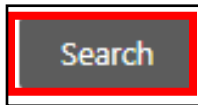
Claim Number

2200588

Search

Reset

- Once you enter the Claim number, click **Search**.



- You will land on the Contract Holders information.

Customer Search

Contract Holder	State	Contract Number	Contract Status	Claim Number	Claim Status
ROSHAWN JOHNSON	MI	MRF3846973	Inforce	2200588	Open

< Previous

Displaying 1 of 1 Page

Next >

Reset

- You will verify the caller using this box. To find the Vehicle Information, use the horizontal Scroll bar to view the information.

Customer Search

Claim Status	Claim Type	Authorization Number	VIN	Repair Facility
Open	General	A300088083	1C4BJWEG7EL295456	48238 Wearmaster Auto Inc

Next >

5. To get to the Claim, you will click on the **Claim Number**.

Customer Search

Contract Holder	State	Contract Number	Contract Status	Claim Number	Claim Status
ROSHAWN JOHNSON	MI	MRF3846973	Inforce	2200588	Open

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Reset

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Approval & Revision

Date Created 02/07/2022	Created By Felicia Mainiero	Date Approved 02/07/2022	Approved By Felicia Mainiero	
Date Revised 05/05/2023	Revised by Charles Dunn	Revision Description Made SOP into new format	Date Approved 05/05/2023	Approved By Leonard Washington
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]
Date Revised [Date]	Revised by [Revisor Name]	Revision Description [Enter what has changed from the previous version]	Date Approved [Date]	Approved By [Approver's Name]